



CANNON BUILDING  
861 SILVER LAKE BLVD., SUITE 203  
DOVER, DELAWARE 19904-2467

STATE OF DELAWARE  
**DEPARTMENT OF STATE**

DIVISION OF PROFESSIONAL REGULATION

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<b>PUBLIC MEETING NOTICE:</b>	<b>Delaware Board of Funeral Services</b>
<b>DATE AND TIME:</b>	<b>Wednesday, May 26, 2010 at 10:00 a.m.</b>
<b>PLACE:</b>	861 Silver Lake Boulevard, Dover, Delaware <b>Conference Room B</b> , second floor of the Cannon Building

**AGENDA**

**(Amended items are indicated by an asterisk\*)**

- 1.0 Call to Order
- 2.0 Review and Approval of Minutes
  - 2.1 September 30, 2009
  - 2.2 February 16, 2010
  - 2.3 March 24, 2010
- 3.0 Unfinished Business
  - 3.1 Funeral Establishment Permit – Evan W. Smith Funeral Services
  - 3.2 Strategic Planning – Develop a new strategic plan
  - 3.3 Rules and Regulations
- 4.0 New Business
  - 4.1 Review of Final Reports (approval to sit for state exam) - None
  - 4.2 Continuing Education Application\*
    - 4.2.1 C.O.E. Continuing Education – 10 Hour Funeral Composition
    - 4.2.2 Education Workers Group – Upselling Without Upsetting the Client
    - 4.2.3 ICCFA University – College of 21<sup>st</sup> Century Services
    - 4.2.4 Catholic Cemeteries Inc – Theology & Practice Christian Rites of Burial
    - 4.2.5 DE State Funeral Directors Association – Advanced Restorative Art
    - 4.2.6 DE State Funeral Directors Association – What is Your GRASP on Cremation Consumers?
    - 4.2.7 DE State Funeral Directors Association – The Devil's in the Details: Customer Loyalty is Not Built from 30,000 Feet
    - 4.2.8 DE State Funeral Directors Association – DSFDA Convention Expo (3/25/10)
    - 4.2.9 DE State Funeral Directors Association – Estate & Business Succession Planning
    - 4.2.10 DE State Funeral Directors Association – The History of the Medical Examiner's Office in Delaware

4.2.11 DE State Funeral Directors Association – Oh No, They're Crying: What's So Normal About Grief?

4.2.12 DE State Funeral Directors Association – DSFDA Convention Expo (3/26/10)

4.3 Approval Ratification(s)

4.3.1 William T. Harra – Resident Intern

4.4 Review of Application for Licensure by Examination

4.4.1 William D. Zwicharowski

5.0 Complaints

5.1 Assigned

5.2 Sent to Attorney General's Office

5.2 Closed

6.0 Other Business before the Board (for discussion only)

7.0 Public Comment

8.0 Next Meeting – July 28, 2010 at 10:00 a.m.

9.0 Adjournment

**Please Take Note:** To assure consideration of an application at a meeting, the Board office must receive all of these items no later than 4:30 p.m. ten full working days before the meeting date:

- Completed, signed and notarized application form,
- Fee payment, and
- All required documentation.

A final amended agenda will be published to reflect any items received after the original agenda is posted.

Unforeseen circumstances may result in a meeting being cancelled due to a lack of quorum.

Pursuant to 29 Delaware Code, Section 10004(e)(2), the Board shall pre-announce or pre-publish all Executive Sessions; however, such agenda shall be subject to change to include additional items including Executive Sessions which arise at the time of the body's meeting.

**MEMBERS: PLEASE CALL THE BOARD OFFICE AT 302-744-4500 OR EMAIL [customerservice.dpr@state.de.us](mailto:customerservice.dpr@state.de.us) IMMEDIATELY IF YOU CANNOT ATTEND THE MEETING. THANK YOU.**